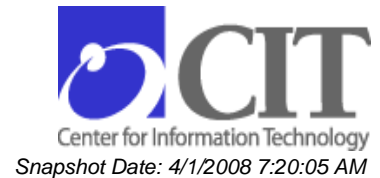


## Customer Service Report for ASB

For the period: Saturday, March 01, 2008 12:00:00 AM to Monday, March 31, 2008 11:59:59 PM



	CREATED				ASSIGNED/PENDING/ CHECKED OUT			CLOSED			AVG MIN
	DCS	ASB	Web	Other	DCS	ASB	Other	DCS	ASB	Other	To Close
<b>Application Support</b>											
OS/NOS/Install	0	1	0	0	0	0	0	0	1	0	0
OS/NOS/Troubleshoot	0	1	0	0	0	0	0	0	0	1	0
<b>ASR</b>											
Colocation-OFF	0	0	0	3	0	0	0	0	3	0	0
Colocation-ON	0	0	0	16	0	6	0	0	10	0	0
Other	0	2	0	16	0	4	0	0	14	0	0
Unix	0	0	0	8	0	1	0	0	7	0	0
Windows	1	0	0	0	0	1	0	0	0	0	0
<b>Back Office Support</b>											
Move PST	0	1	0	0	0	0	0	1	0	0	21
Permissions/Shares	1	0	0	0	0	0	0	0	1	0	18
<b>Connectivity</b>											
Connect Direct	0	2	0	0	0	0	0	0	2	0	0
<b>General Information</b>											
Inquiry	1	0	0	0	0	0	0	0	1	0	13
<b>NIH Data Center</b>											
Aperture Vista	0	0	0	2	0	0	0	0	2	0	0
<b>OS/390</b>											
Other	1	1	0	0	0	1	0	0	1	0	0
Other Software	0	1	0	0	0	0	0	0	1	0	0
Printer/VPS	0	1	0	31	0	0	0	0	32	0	0
Security & RACF	1	1	0	0	0	0	0	0	2	0	12
<b>Grand Total:</b>	<b>5</b>	<b>11</b>	<b>0</b>	<b>76</b>	<b>0</b>	<b>13</b>	<b>0</b>	<b>1</b>	<b>77</b>	<b>1</b>	<b>1</b>

Total Tickets Closed:	79
Total Tickets Assigned/Pending/Checked Out:	13
Total Tickets Created:	92